

ERE for Medical and Vocational Experts: Registration Guide



September 18, 2023

Background

The Office of Hearings Operations (OHO) contracts with Medical Experts (MEs) and Vocational Experts (VEs) to perform services such as providing testimony at ALJ hearings and responding to interrogatories. These services require reviewing case documentation stored in the electronic folder (eFolder).

ERE (Electronics Records Express) for Experts is a secure web service that provides registered experts with electronic access to the exhibited documents in eFolder sections A, E, and F of cases they or their contracted company is assigned to in OHO's case processing systems.

An individual expert with an active BPA to provide medical or vocational expert services for OHO or an expert that works for a company with an active BPA is eligible to obtain an ERE for Experts account.

Registration consists of:

- Creating a “*my Social Security*” account using LOGIN.gov
- Adding extra security to your LOGIN.gov account
- Notifying SSA that your registration is complete

Each expert must create an individual Login.gov account with extra security.

Getting Help

If you are having issues adding the extra security to your account, contact the helpdesk for assistance at 1-800-772-1213. The helpdesk hours of operations are 7:00am to 12:00am Eastern Time, Monday through Friday.

Quick Reference

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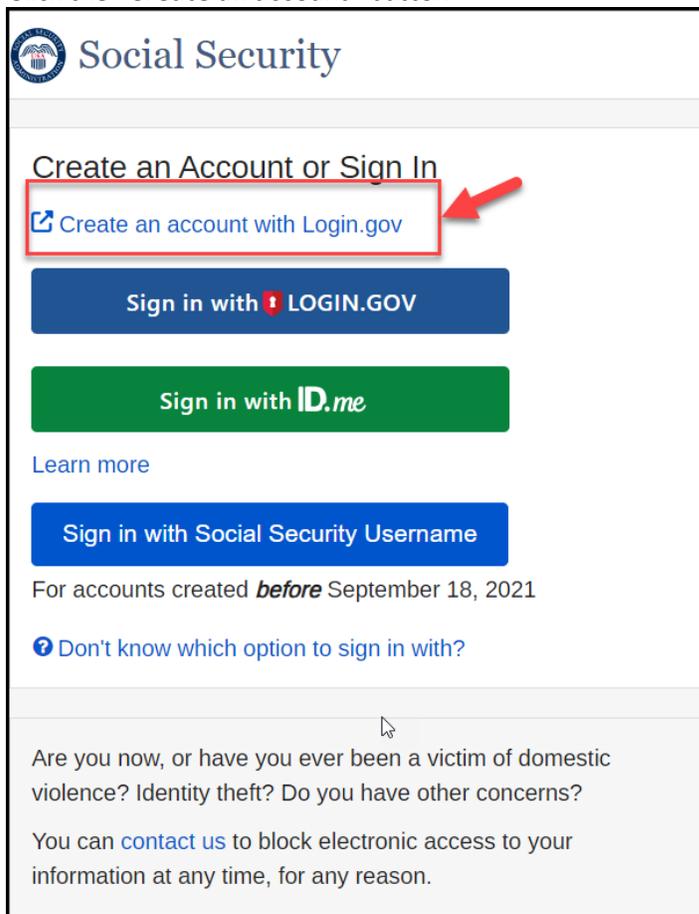
Create a LOGIN.gov account for ERE for Experts

If you already have a “Login.gov” account, skip to [Elevating to an Advanced Account](#).

1. Start by clicking on this link: <https://secure.ssa.gov/rome/rir-ui/suas?LVL=7&URL=/ERECA/MEVE01View>

You must use this link to register for ERE for Experts. Do not start at Login.gov. If clicking the link doesn't work, copy/paste the link into your browser.

2. Click the “Create an account” button



 Social Security

Create an Account or Sign In

[Create an account with Login.gov](#)

Sign in with  LOGIN.GOV

Sign in with  ID.me

[Learn more](#)

Sign in with Social Security Username

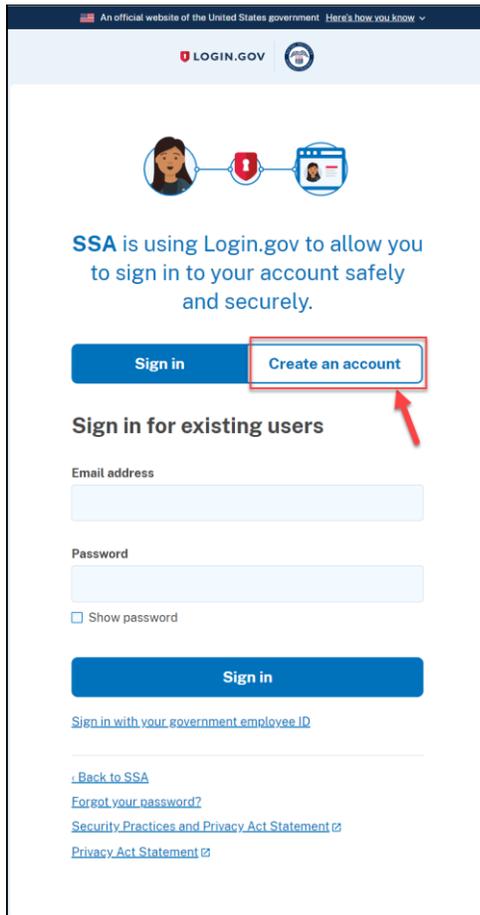
For accounts created *before* September 18, 2021

[? Don't know which option to sign in with?](#)

Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?

You can [contact us](#) to block electronic access to your information at any time, for any reason.

3. You will be redirected to login.gov. Click on “Create an account”



4. Enter your email address and select your email language preference, then check box to accept login.gov “Rules of Use” and submit.

A DEMO website of the United States government [Here's how you know](#) v

LOGIN.GOV

Create your account

Enter your email address

YourEmail@email.com

Select your email language preference
Login.gov allows you to receive your email communication in English, Spanish or French.

English (default)

Español

Français

I read and accept the Login.gov [Rules of Use](#)

Submit

[Cancel](#)

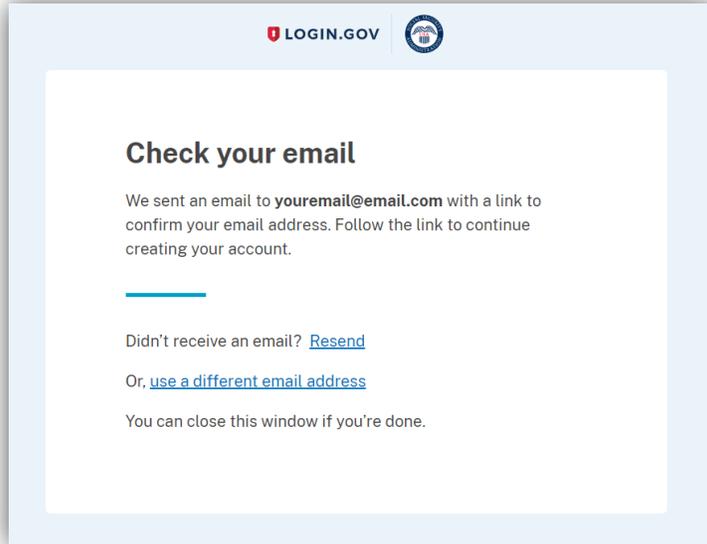
[Security Practices and Privacy Act Statement](#)

[Privacy Act Statement](#)

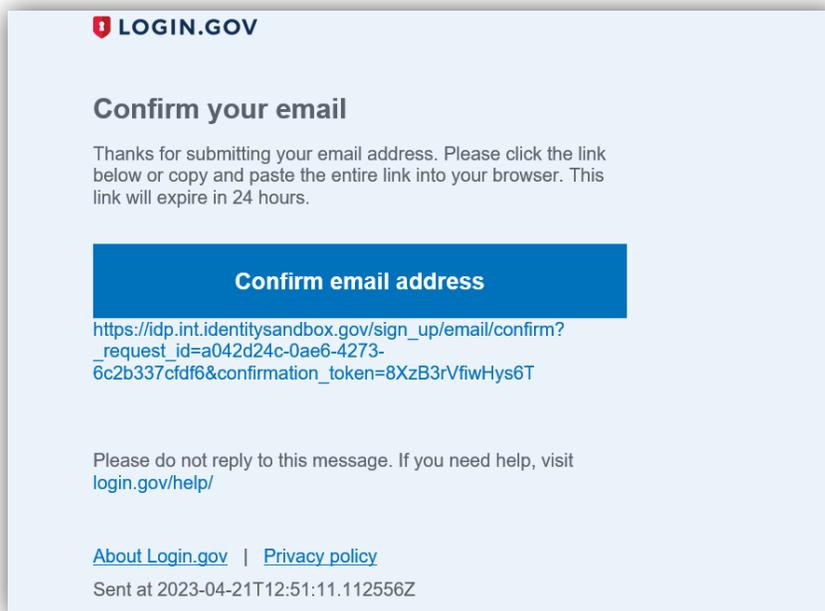
5. An email will be sent to your account for verification.

NOTE: If you already have an account, the email will state “This email address is already associated with an Account”, so skip to [Elevating to an Advanced account](#).

6. You will see the following “Check your email” screen. **DO NOT** close this screen.

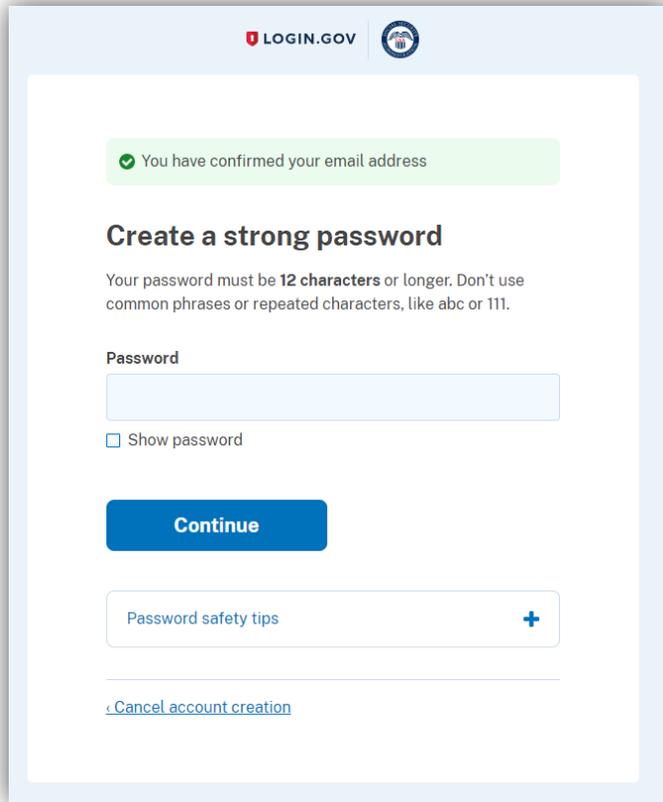


7. Within the email you received, copy the link below the “Confirm email address” button (**DO NOT** click on the button), and paste that link on the same web browser window you used to create the login.gov account.



8. Create a password that meets the stated criteria, then select “Continue”.

NOTE: PLEASE REMEMBER this password, as it is critical for access to case information.



The screenshot shows the LOGIN.GOV interface for creating a strong password. At the top, there is a green confirmation message: "You have confirmed your email address". Below this, the heading "Create a strong password" is displayed, followed by instructions: "Your password must be 12 characters or longer. Don't use common phrases or repeated characters, like abc or 111." A "Password" input field is present, with a "Show password" checkbox below it. A blue "Continue" button is located below the input field. At the bottom of the form, there is a link for "Password safety tips" with a plus sign icon, and a link for "Cancel account creation" at the very bottom.

9. Now you will be required to select an “Authentication method setup”. Select “Text or voice message” then select continue.

LOGIN.GOV

Authentication method setup

Add another layer of security by selecting a multi-factor authentication method. We recommend you select at least (2) two different options in case you lose one of your methods.

- Security key**
A physical device, often shaped like a USB drive, that you plug in to your device.
- Government employee ID**
PIV/CAC cards for government and military employees. Desktop only.
- Authentication application**
Download or use an authentication app of your choice to generate secure codes.
- Text or voice message**
Receive a secure code by (SMS) text or phone call.
- Backup codes**
A list of 10 codes you can print or save to your device. When you use the last code, we will generate a new list. Keep in mind backup codes are easy to lose.

Continue

[Cancel account creation](#)

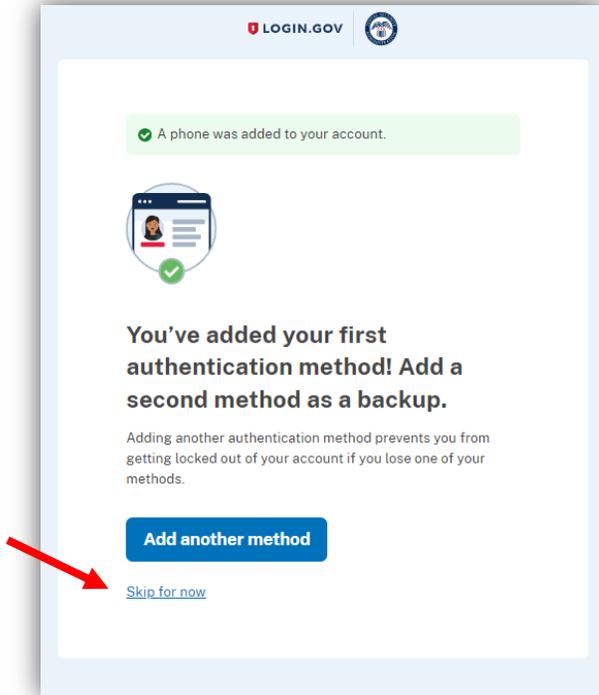
10. Enter your cell phone number, select text message or phone call, then select “Send code”.

The screenshot shows the 'Get your one-time code' page on LOGIN.GOV. At the top, there are logos for LOGIN.GOV and the Department of Health and Senior Services. The main heading is 'Get your one-time code'. Below it, a sub-heading says 'We'll send you a one-time code each time you sign in.' There is a 'Phone number' field with a dropdown menu for country codes. Below that, there are two radio button options: 'Text message (SMS)' (which is selected) and 'Phone call'. A note states: 'You can change this anytime. If you use a landline number, select "Phone call."' A large blue 'Send code' button is centered. At the bottom, there is a link for 'Mobile terms of service' and a link to 'Choose another option'.

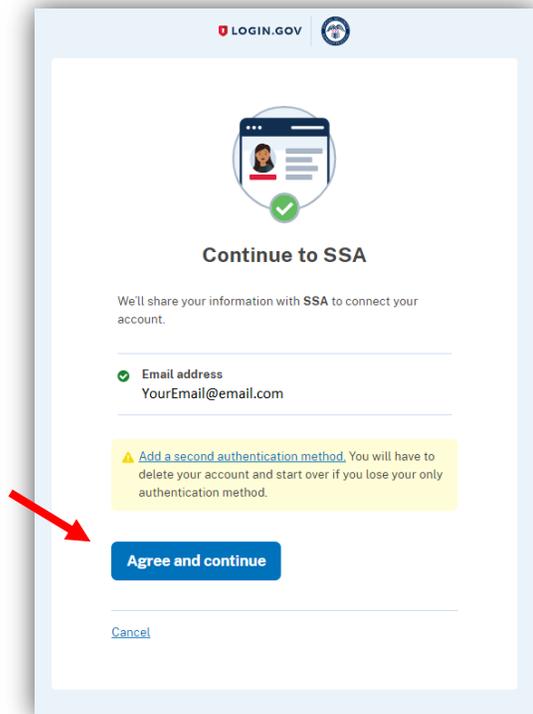
11. Enter the security code that was provided by the method you selected, then click “Submit”.

The screenshot shows the 'Enter your one-time code' page on LOGIN.GOV. At the top, there are logos for LOGIN.GOV and the Department of Health and Senior Services. The main heading is 'Enter your one-time code'. Below it, a sub-heading says 'We sent a text (SMS) with a one-time code to +1 . This code will expire in 10 minutes.' There is a 'One-time code' field with an example '123456'. Below that, there is a 'Remember this browser' checkbox. A large blue 'Submit' button is highlighted with a red box. Below the 'Submit' button is a 'Send another code' button. At the bottom, there is a section titled 'Having trouble? Here's what you can do:' with three links: 'Use another phone number', 'I didn't receive my one-time code', and 'Learn more about authentication options'. A link to 'Choose another option' is at the very bottom.

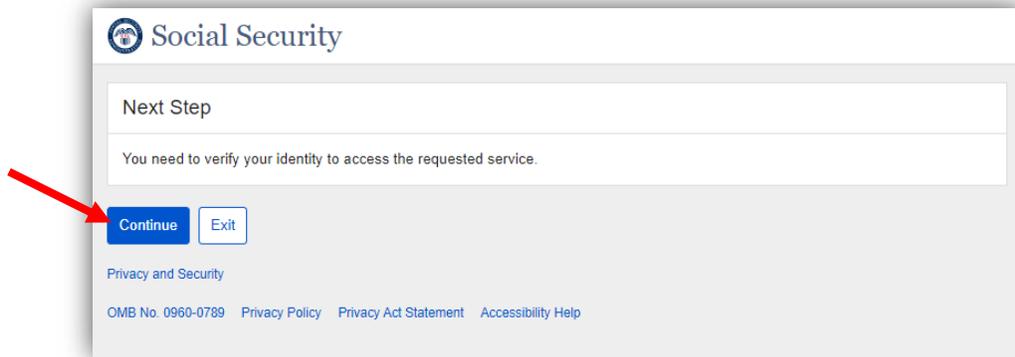
12. You have now created a Login.gov account. Click the “Skip for now” link to go to the next step of the process.



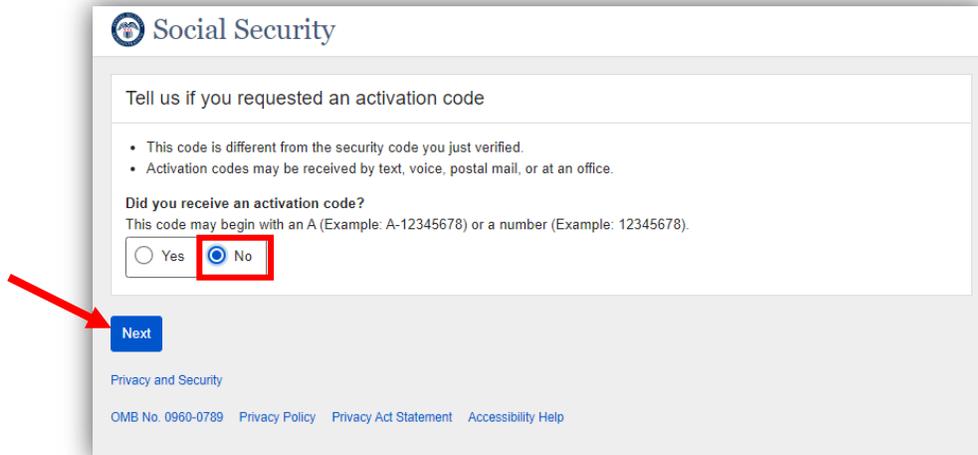
13. You are ready to connect your Login.gov account to SSA. Select the “Agree and continue” button.



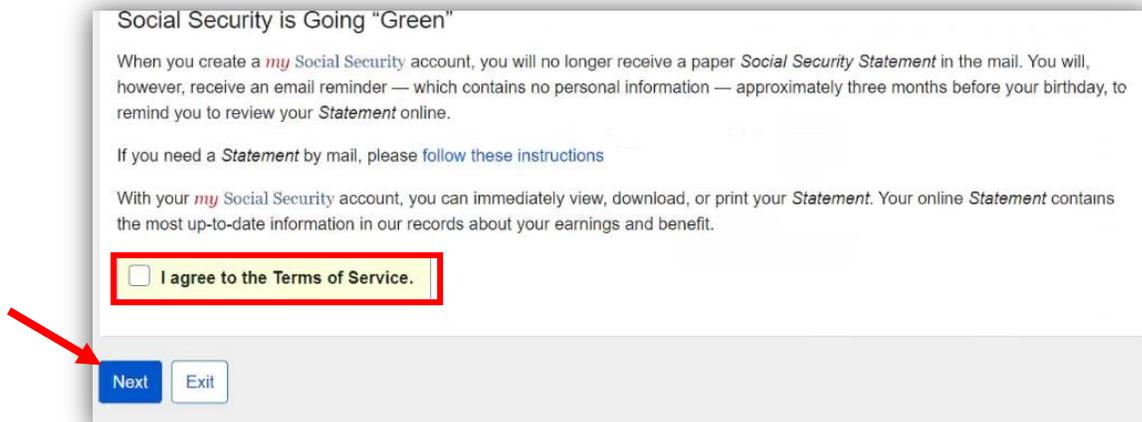
14. You will see this page telling you that you need to verify your identity to access the requested service. Click the “Continue” button.



15. Select “No” and click the “Next” button.



16. Select “I agree to the Terms of Service” and click the “Next” button.



17. Complete the information on this page and click the “Next” button.

NOTE: We strongly recommend entering your mobile phone for verification. If you do not enter your mobile phone number, you will have to authenticate by receiving an activation code via postal mail.

The screenshot shows the Social Security verification page. At the top, it says "Social Security" and "Next, we need to verify your identity to give you access to online services." Below this is a section titled "Please tell us who you are". The form includes fields for "Your Name" (First, M.I., Last, Suffix), "Social Security Number (SSN)", "Date of Birth" (Month, Day, Year), "Home Address" (Street Address, Apartment, Suite, Building, Etc., City/Town, State/Territory, ZIP Code), and "Phone Number" (10-digit Number). The "Phone Number" field is highlighted with a red box. At the bottom, there are "Next" and "Exit" buttons. Red arrows point to the "Next" button and the "Phone Number" field.

If you elect to receive the activation code in the mail: once you have received the mailed code, go to [Activation Code via Mailing: Finish Creating an Account](#) to continue creating an advanced account.

If you followed the preferred method of receiving an activation code via phone: you will receive the activation code via text message, input the code, then select “Submit Activation Code” button.

The screenshot shows the Social Security activation code entry page. At the top, it says "Social Security" and "We sent a text message to (443) 123-4567. Please allow up to 2 minutes for the activation code to arrive. The activation code will expire after 10 minutes from the time of your request." Below this is a section titled "Please enter your activation code". There is a dropdown menu for "Having trouble?". Below that is a text input field for the activation code, with the instruction "Enter the activation code you just received." and an example "A-12345678". At the bottom, there are "Submit Activation Code", "Previous", and "Exit" buttons. A red arrow points to the "Submit Activation Code" button.

18. From this point on, you are choosing how you want to verify your identity for an advanced account (which is required for accessing ERE). Depending on what you choose, there are many combinations. The different screens are listed below:

Social Security

Please choose how to verify your ID

Please choose one of the following:

- Take Photos of your ID with a Smartphone**
 - Like depositing a check online.
 - No uploading or emailing is needed.
 - Photos are captured automatically.
- Input your ID & Financial Information**

You'll need **one** of the following:

 - Credit card (last 8 digits) - Visa, Mastercard, or Discover;
 - Social Security benefits amount;
 - W-2 tax form; or
 - 1040 Schedule SE tax form.

Don't have a valid ID? [Answer credit history questions instead.](#)

▼ [How does this help Social Security verify my identity?](#)

Next Exit

[Privacy and Security](#)

OMB No. 0960-0789 [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

Option 1: Instructions for verifying your ID. Select one of the options from above by clicking the radio button on the left, then click on the “Next” button.

Social Security

Please enter ID information

What type of ID do you have?

- Drivers License
- Learners Permit
- State-Issued ID Card
- I do not have any of these. I need to answer credit history questions.

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[Privacy and Security](#)

OMB No. 0960-0789 [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

- 18.1. Additional field will be presented. Fill out the information and click the “Next” button.
Note: The following screen is the “Driver License” option screen as an example.
- 18.2. Select “Drivers License”, then provide the State and Drivers License Number, then select “Next”.

Social Security

Please enter ID information

What type of ID do you have?

Drivers License

Learners Permit

State-Issued ID Card

I do not have any of these.
I need to answer credit history questions.

State/Territory
Where your driver's license was issued, even if you don't live there now.

--

Driver's License Number

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- 18.3. Read the instructions for uploading photos of your ID, then select “Request Text Message”

Social Security

Please review these steps carefully

Step 1. Select the Request Text Message button below. (Rates still apply.)

Step 2. Select the link in the text message to capture photos.

Step 3. Return to this window to finish setting up your account.

[How we protect your information](#)

Request Text Message Previous

Privacy and Security
OMB No. 0960-0789 Privacy Policy Privacy Act Statement Accessibility Help

18.4. **Do not close the window.** Once you have completed taking your photos, select “Yes, I finished taking photos”, then click the “Continue” button.

Social Security

Please do not close this window.
You need to finish setting up your account after taking photos.

We sent a text message to (443) 764-7663.
Please allow up to 2 minutes for the text to arrive.
The link in the text message will **expire** after 15 minutes from the time of your request.

Please tell us when you have finished taking photos

▼ Having trouble?

Have you taken photos of your ID?

Yes, I finished taking photos.

No, I need to type my information instead.

Continue

[Privacy and Security](#)
[OMB No. 0960-0789](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

18.5. Select the answers to the Out of Wallet questions, then click the “Next” button

Social Security

Please tell us about yourself

Why are these questions important?

Which of the following is a current or previous employer? If there is not a matched employer name, please select 'NONE OF THE ABOVE':

- S B COLLECTIABLES
- GULF OIL
- HITACHI
- THOMAS MEMORIAL HOSPITA
- NONE OF THE ABOVE/DOES NOT APPLY

You may have opened a student loan in or around April 2018. Please select the lender that you have previously or you are currently making payments to. If you have not received student loans with any of these lenders now or in the past, please select 'NONE OF THE ABOVE/DOES NOT APPLY':

- EDUSERV TECHNOLOGIES
- NAVIENT SOLUTIONS INC
- ISAC
- FIRST SECURITY BK
- NONE OF THE ABOVE/DOES NOT APPLY

According to our records, you currently own/lease, or have owned/leased within the past year, one of the following vehicles. Please select the vehicle that you purchased or leased prior to March 2013 from the following choices.

- EDUSERV TECHNOLOGIES
- FORD F250 PICKUP
- CHEVROLET SPORTVAN
- GMC SIERRA 1500 PICKUP
- CHEVROLET APV
- NONE OF THE ABOVE/DOES NOT APPLY

Next Exit

Privacy and Security

OMB No. 0690-0789 Privacy Policy Privacy Act Statement Accessibility Help

Option 2: Instructions for Finance Information. Select **one** of the options by clicking the radio button on the left. Fill out the information and click the “Next” button.

Social Security

Please choose how to provide financial information

Verify your identity with one of the following:

- Credit card (last 8 digits) - Visa, Mastercard, or Discover
We will not charge your card.
- Social Security benefits amount
- W-2 tax form
- 1040 Schedule SE tax form

Next Exit

[Privacy and Security](#)

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19. Once the advanced account proofing process is successful, you will see the following screen. Click on the “Next” button.

Social Security

✓ Congratulations! You now have access to secure online services.

Next

[Privacy and Security](#)

[OMB No. 0960-0789](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

20. You will be redirected to the “Login Terms of Service” page. Check the “I agree to the Terms of Service” box, then click the “Next” button.

Social Security is Going "Green"

When you create a *my* Social Security account, you will no longer receive a paper *Social Security Statement* in the mail. You will, however, receive an email reminder — which contains no personal information — approximately three months before your birthday, to remind you to review your *Statement* online.

If you need a *Statement* by mail, please [follow these instructions](#)

With your *my* Social Security account, you can immediately view, download, or print your *Statement*. Your online *Statement* contains the most up-to-date information in our records about your earnings and benefit.

I agree to the Terms of Service.

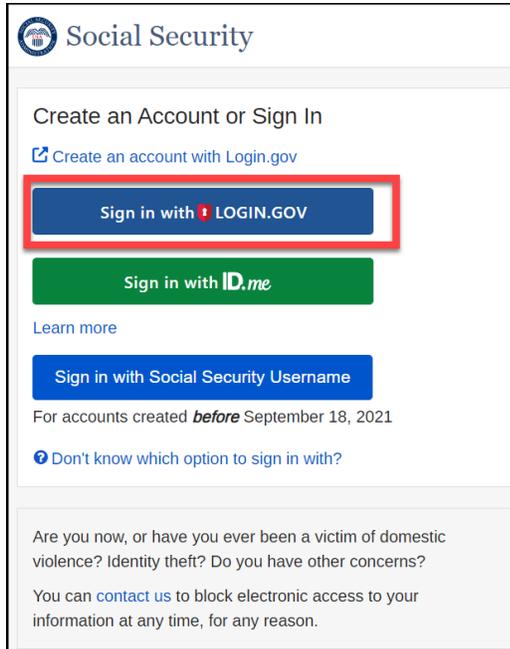
Next Exit

21. You have completed the process. If you are contracted with a company, notify them that you have added advanced security. If you are an individual BPA holder, notify OHO.ERE.Expert.Support@ssa.gov.

Activation Code via Mailing: Finish Creating an Account

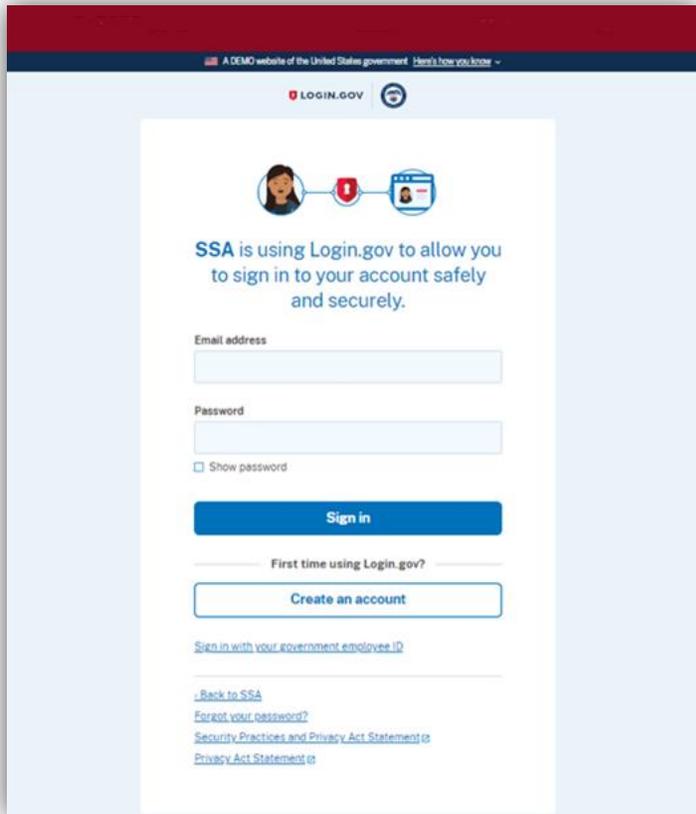
You have received the letter from the Social Security Administration containing the activation code.

1. Start by clicking on this link:
<https://secure.ssa.gov/RIL/SiView.action?URL=/ERECA/MEVE01View>
2. Click "Sign in with LOGIN.GOV" button



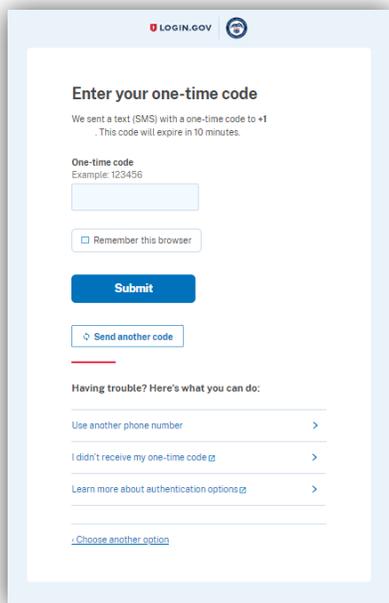
The screenshot shows the Social Security Administration's login interface. At the top left is the Social Security logo. Below it, the text "Create an Account or Sign In" is displayed. A link "Create an account with Login.gov" is present. The "Sign in with LOGIN.GOV" button is highlighted with a red rectangular box. Below it is a green button for "Sign in with ID.me". A "Learn more" link is also visible. A blue button for "Sign in with Social Security Username" is shown, with a note below it: "For accounts created *before* September 18, 2021". A link "Don't know which option to sign in with?" is provided. At the bottom, there is a section with the text: "Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns? You can [contact us](#) to block electronic access to your information at any time, for any reason."

3. You will be redirected to login.gov. Enter your email address and password, then click “Sign in”



A screenshot of the SSA Login.gov sign-in page. The page has a dark blue header with the text "A DEMO website of the United States government" and "Start's how you know". Below the header is the "LOGIN.GOV" logo. The main content area is white and features a blue header with the text "SSA is using Login.gov to allow you to sign in to your account safely and securely." Below this is a form with two input fields: "Email address" and "Password". There is a "Show password" checkbox below the password field. A blue "Sign in" button is positioned below the form. Below the button is a link "First time using Login.gov?" and a "Create an account" button. At the bottom of the form, there are links for "Sign in with your government employee ID", "Back to SSA", "Forgot your password?", "Security Practices and Privacy Act Statement", and "Privacy Act Statement".

4. Input the one-time code you received on your phone/email and click the “Submit” button.



A screenshot of the SSA Login.gov one-time code entry page. The page has a dark blue header with the "LOGIN.GOV" logo. The main content area is white and features a blue header with the text "Enter your one-time code". Below this is a sub-header "We sent a text (SMS) with a one-time code to +1" and a note "This code will expire in 10 minutes." Below the sub-header is a "One-time code" label and an example "Example: 123456". There is an input field for the code. Below the input field is a "Remember this browser" checkbox. A blue "Submit" button is positioned below the form. Below the button is a "Send another code" button. At the bottom of the form, there is a section "Having trouble? Here's what you can do:" with three links: "Use another phone number", "I didn't receive my one-time code", and "Learn more about authentication options". Below these links is a "Choose another option" link.

5. Select “Yes” and click the “Next” button.

The screenshot shows the Social Security website interface. At the top, the Social Security logo and name are displayed. Below the header, the main heading reads "Tell us if you requested an activation code". Underneath, there are two bullet points: "This code is different from the security code you just verified." and "Activation codes may be received by text, voice, postal mail, or at an office." The question "Did you receive an activation code?" is followed by the instruction "This code may begin with an A (Example: A-12345678) or a number (Example: 12345678)". There are two radio buttons: "Yes" (which is selected and highlighted with a red box) and "No". Below the radio buttons is a blue "Next" button, which is also highlighted with a red arrow pointing to it from the left. At the bottom of the page, there are links for "Privacy and Security", "OMB No. 0960-0789", "Privacy Policy", "Privacy Act Statement", and "Accessibility Help".

6. Select “I agree to the Terms of Service” and click the “Next” button.

The screenshot shows a page titled "Social Security is Going 'Green'". The text explains that users will no longer receive a paper Social Security Statement in the mail but will receive an email reminder. It also provides instructions for those who need a Statement by mail. Below the text, there is a checkbox labeled "I agree to the Terms of Service." which is highlighted with a red box. At the bottom of the page, there are two buttons: a blue "Next" button (highlighted with a red arrow) and a white "Exit" button.

7. In put the activation code provided in the mailed letter, then select “Next”

The screenshot shows the Social Security website interface for entering an activation code. The heading reads "Please enter the account activation code we gave you". Below this is a text input field labeled "Account Activation Code:" with an example "Example: A-12345678" below it. A red arrow points to the input field. At the bottom of the page, there are three buttons: a blue "Next" button (highlighted with a red box), a white "I Don't Have an Activation Code" button, and a white "Exit" button. At the bottom of the page, there are links for "Privacy and Security", "OMB No. 0960-0789", "Privacy Policy", "Privacy Act Statement", and "Accessibility Help".

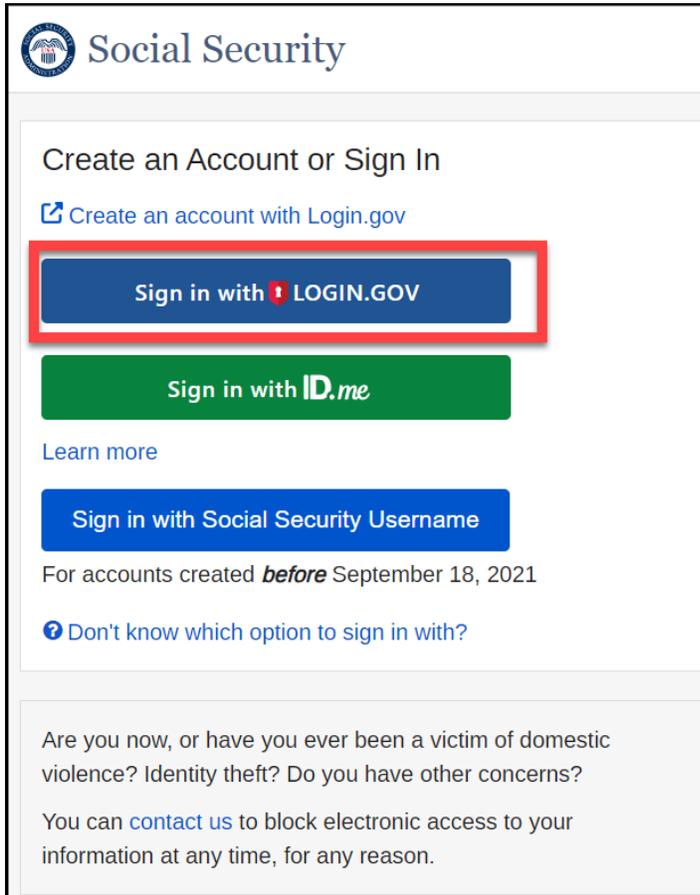
8. You now have a standard account. Continue to add an advance account.

Elevating to an Advanced Account

If you already have a Login.gov account, use this link to add extra security:

<https://secure.ssa.gov/rome/rir-ui/suas?LVL=7&URL=/ERECA/MEVE01View>

1. Click on “Sign in with LOGIN.GOV”



The screenshot shows the Social Security sign-in interface. At the top left is the Social Security logo. Below it, the text "Create an Account or Sign In" is displayed. There are three main sign-in options: "Create an account with Login.gov" (with an external link icon), "Sign in with LOGIN.GOV" (highlighted with a red box), and "Sign in with ID.me". Below these is a "Learn more" link. Further down is a button for "Sign in with Social Security Username", followed by the text "For accounts created **before** September 18, 2021". At the bottom of the sign-in section is a link: "Don't know which option to sign in with?". Below the sign-in section is a separate box with the text: "Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns? You can [contact us](#) to block electronic access to your information at any time, for any reason."

2. Type in your email address and password and click the “Sign in” button.

An official website of the United States government [Here's how you know](#) ▾

LOGIN.GOV

SSA is using Login.gov to allow you to sign in to your account safely and securely.

Sign in Create an account

Sign in for existing users

Email address

Password

Show password

Sign in

[Sign in with your government employee ID](#)

[Back to SSA](#)
[Forgot your password?](#)
[Security Practices and Privacy Act Statement](#) [↗](#)
[Privacy Act Statement](#) [↗](#)

3. Input the one-time code you received on your phone and click the “Submit” button.

Enter your one-time code

We sent a text (SMS) with a one-time code to +1
This code will expire in 10 minutes.

One-time code
Example: 123456

Remember this browser

Submit

[Send another code](#)

Having trouble? Here's what you can do:

- [Use another phone number](#)
- [I didn't receive my one-time code](#)
- [Learn more about authentication options](#)

[Choose another option](#)

4. Provide your home address and phone number, then click the “Next” button.

Social Security

Please enter your home address and phone number

Home Address
We cannot accept a business address unless it is also the place where you live. The information you provide here will not update any information we have on file.

Street Address Apartment, Suite, Building, Etc.

City/Town State/Territory ZIP Code

Phone Number
10-digit Number

Next

Privacy and Security

[OMB No. 0960-0789](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

5. Refer to step [18](#) to complete the process.